Facilities to disabled persons

†1933. SHRI DILIP SINGH JUDEV: Will the Minister of RAILWAYS be pleased to state:

(a) the facilities provided by his Ministry to the disabled right from entering the railway platforms to the completion of the journey;

(b) whether any arrangement has been made to inform these people about the coaches reserved for them and their locations;

(c) if so, the details thereof; and

(d) the details of arrangements made to allot the lowest berths to the passengers belonging to this category in the sleeper coaches?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) In pursuance of implementation of the Persons with Disabilities (Equal Opportunities, Protection of Rights and Full Participation) Act, 1995, Railways have provided the following seven short-term facilities at 300 stations comprising all 'A' category station and few 'B' category stations. These facilities have been planned for remaining 'B' category stations also.

1. Standard ramp for Barrier free entry,
2. Earmarking parking lots for vehicles used by Disabled Persons,
3. Non-slippery walkway,
4. Signage.
5. Toilets,
6. Water taps suitable for needs of handicapped person,
7. "May I Help You" Booth,

Besides, wheel chairs have been provided at important stations.

Regarding inter platform connectivity, trolley paths have been provided at the end of the platforms of important stations which have been authorized for use by handicapped persons on wheel chairs with escorts.

Indian Railways are manufacturing certain passenger coaches, which have a separate compartment specially designed for wheel chair borne passengers. These compartments have facilities like wider door-way, aisle

†Original notice of the question was received in Hindi.

and knee space to permit easy movement of wheel chair, wider berths, toilet adapted to needs of such passengers, arrangements for securing wheel chairs during the journey etc. Some such disabled friendly coaches are already in service. It has been decided to provide one such coach in every mail/express train during next two years.

(b) and (c) Disabled friendly coaches bear relevant signage and marking notice on the coach body.

(d) Computerised Passenger Reservation System automatically allots lower berth to the handicapped persons performing their journey on handicapped concessional ticket and middle/upper berths near the handicapped person to the person accompanying them as escort, subject to availability of such berths at the time of booking.

After departure of the train, if there are vacant lower berths available in the train, and if any physically handicapped person booked on the authority of handicapped concessional ticket, who has been alloted upper/middle berth, approaches for allotment of vacant lower berths, the Conductor/ Train Ticket Examiner (TTE) has been authorized to allot the vacant lower berth to them making necessary entries in the chart.

Malpractice in reservation of tickets

1934. SHRI ABU ASIM AZMI: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government are aware about malpractice in respect of reservation of tickets for trains;

(b) if so, the steps taken/proposed to be taken by Government to remove such malpractice for the protection of passengers to fully utilize their reserved seats/berths in the trains; and

(c) by when such instructions would be issued/implemented?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) Some cases of malpractice in respect of reservation of tickets for trains in connivance with touts do come to notice.

(b) and (c) Regular and surprise checks are conducted in association with Vigilance to curb malpractice in and around reservation offices. During peak rush periods such checks are intensified. Strict disciplinery action is